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# Webinar – AIG Procedures

Exercise: Procedure for the provision of information to the families and survivors

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# OBJECTIVE

**The purpose of this webinar is to train everyone in the development of procedures to comply with the requirements of the USOAP program and, consequently, to comply with the obligations of the signatory States of the Chicago Convention.**



# Agenda

✈ Procedures: Quick review

✈ Let's build it together

✈ Stage 1 - Collection of relevant information

✈ Stage 2 - Meet the criteria

✈ Stage 3 - Defining the framework

✈ Stage 4 - Writing the procedure



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# Agenda

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# Procedures: Quick Review

✈ Initially, we will make a quick review of what is a procedure and the elements that are required by the USOAP program



# Procedures: Quick Review

- ✈ A procedure is a plan of action for your team
- ✈ Procedures make everyone's work easier
  - ✈ everyone will know what needs to be done
- ✈ Procedures need to be validated
  - ✈ To ensure your procedures make sense, you need to see them in action




# Procedures: Quick Review

## ✈ Elements required in a procedure

- ✈ Procedures should clarify who does what, how they do it, when they do it (or within what timelines) and in coordination with whom (as applicable)

**WHO** does **WHAT**, **HOW**, **WHEN** and in **COORDINATION** with whom

# Procedures: Quick Review

 **WHO** - Individualized person (position) in charge of executing each action / task



"The Head of the Accident Investigation Unit" ✓

"The investigator in charge" ✓



~~"The DGAC will ..."~~





# Procedures: Quick Review

✈ **WHAT** - The procedure must detail each of the actions / tasks that will be carried out during the execution of the procedure

- ✈ The idea is to split the processes into several simple and consecutive actions (not to bring them together)
- ✈ In one procedure we expect to see several actions, each of them with its person in charge




# Procedures: Quick Review

-  **HOW** - The way in which the action / task will be carried out must be detailed enough to allow even an inexperienced person, or newcomer to the organization, to carry it out efficiently
-  The level of detail should be that necessary to guarantee that each time the procedure is performed, the expected result is the same, regardless of the person who performs it



# Procedures: Quick Review

 **WHEN** - It is essential that each action / task within a procedure has a deadline to be performed, to ensure that the procedure is completed in a timely manner

- ✈ Pay attention to the indications of time constraints in the PQs (e.g. immediately, as soon as possible, as soon as practicable, without delay, etc.)



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## Procedures: Quick Review



**In COORDINATION with whom** - In some situations, it will be necessary to coordinate a specific action / task with a particular person (sometimes in the organization itself or sometimes in another organization)



**"The investigator-in-charge will provide, in coordination with the Head of the Board of Investigation, the invitation to the operator ..."**



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# Let's build it together

✈ Exercise: Procedure for the provision of information to the families and survivors

✈ To do the exercises, we will use our fictional scenario:

✈ State – Coronaland

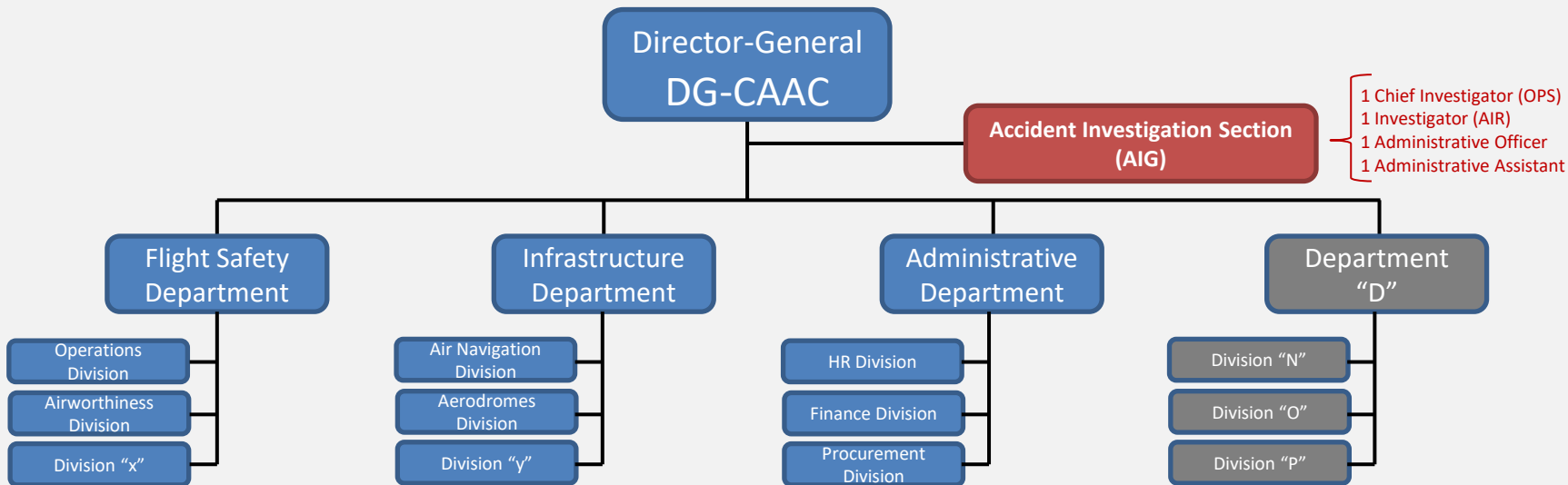
✈ Authority – Civil Aviation Authority of Coronaland (CAAC)

✈ The accident investigation unit is not independent, being part of the CAAC



# FICTIONAL SCENARIO

## Civil Aviation Authority of Coronaland (CAAC)

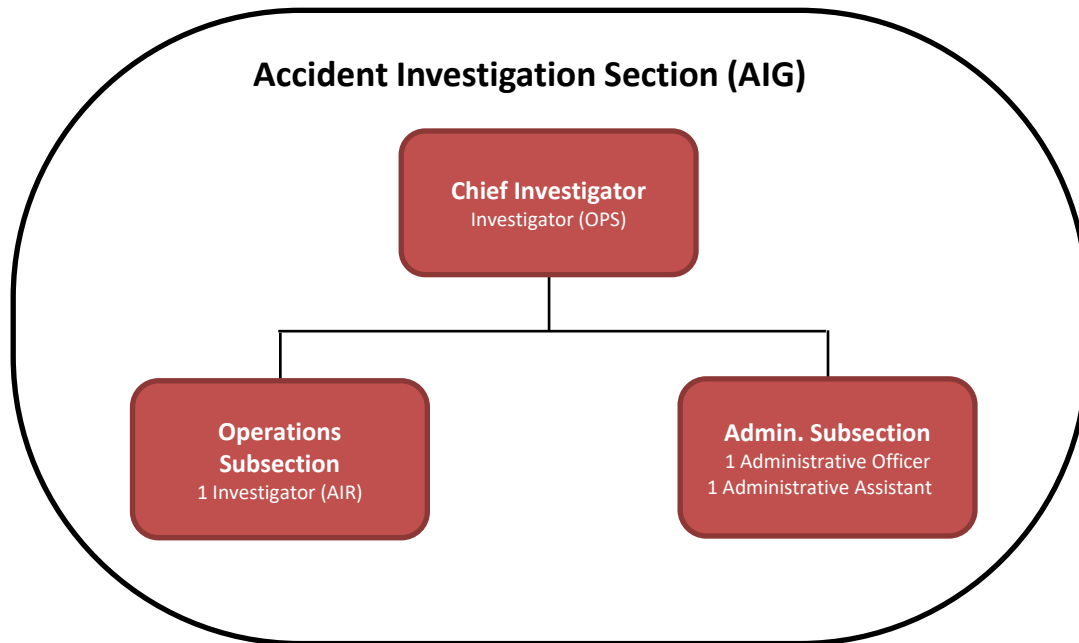




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# FICTIONAL SCENARIO







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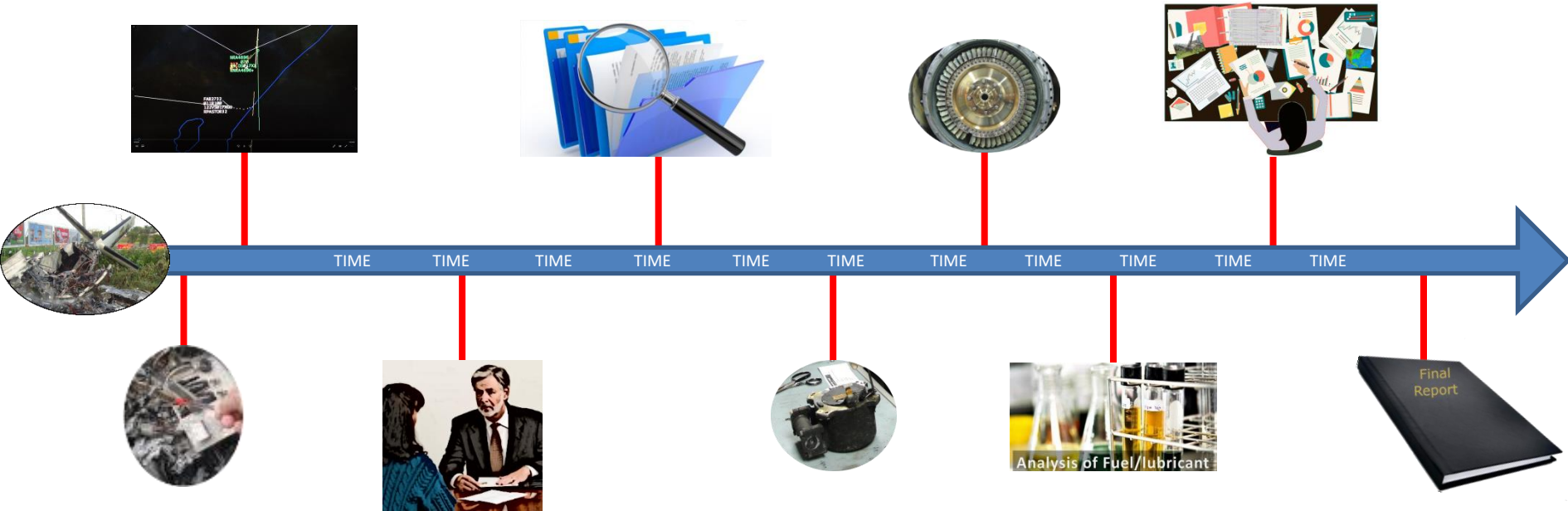
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Fictional Scenario - Coronaland

## Accident with Corona Air 1234



# Accident with Corona Air 1234





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# Let's build it together

## Exercise for PQ 6.381

*Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?*



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# Agenda

✈ Procedures: Quick review

✈ **Let's build it together**

✈ Stage 1 - Collection of relevant information

✈ Stage 2 - Meet the criteria

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✈ Stage 4 - Writing the procedure

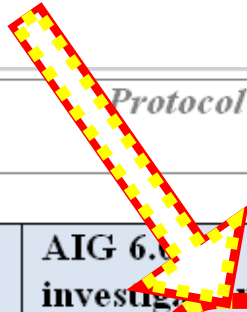


# Stage 1 – Gathering relevant information

- ✈ Gather all information relevant to the development of the procedure
  - ✈ Since the procedure of our exercise comes out from a PQ, we need to know the content of:
    - ✈ the question of the Protocol USOAP
    - ✈ the ICAO references to that PQ
    - ✈ the Guidance for Review of Evidence



# ICAO references



<i>ICAO ref.</i>	<i>Protocol question</i>	<i>Reply to protocol question</i>	<i>Guidance for review of protocol question</i>
	<b>AIG 6.0 Aircraft accident and incident investigation - Conduct of aircraft accident and incident investigation - Procedures</b>		
AR A39-27 RP A13 5.27 & 5.28 GM Doc 9962 8.5 Doc 9973 CIR 285	AIG 6.381 (CE-5) ICAO Results N/S	Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?	Yes  1) Review procedures issued. 2) Review evidence to confirm effective implementation.



# ICAO references

ICAO ref.

*Protocol question*

*Reply to protocol question*

*Guidance for review of protocol question*

## Annex 13 - Aircraft accident and incident investigation - Conduct of aircraft accident and investigations—Procedures

AR  
A39-27  
RP  
A13  
5.27 & 5.28  
GM  
Doc 9962  
8.5  
Doc 9973  
CIR 285

AIG  
6.381  
(CE-5)  
ICAO  
Results  
N/S

Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?

Yes

1) Review procedures issued.  
2) Review evidence to confirm effective implementation.

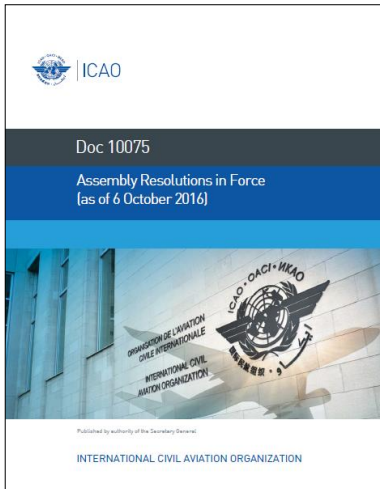


## AR A39-27

The Assembly:

1. Calls on Member States to reaffirm their commitment to support victims of civil aviation accidents and their family members;
2. Urges Member States to establish legislation, regulations and/or policies to support victims of civil aviation accidents and their family members, in consideration of the ICAO Policy in **Doc 9998** and of Annex 9, and pursuant to Article 28 of the Montréal Convention of 28 May 1999 and Resolution No. 2 adopted by the Montréal Conference;

...

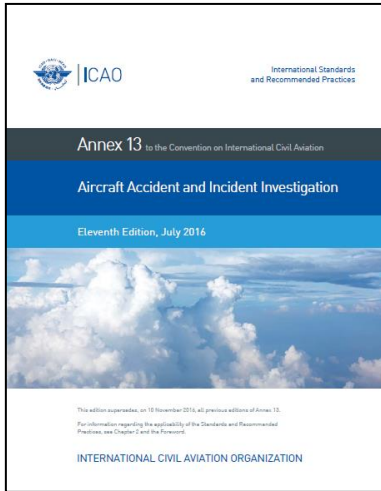






## ANNEX 13

### PARTICIPATION OF STATES HAVING SUFFERED FATALITIES OR SERIOUS INJURIES TO THEIR CITIZENS



#### *Rights and entitlement*

5.27 A State which has a special interest in an accident by virtue of fatalities or serious injuries to its citizens shall be entitled to appoint an expert who shall be entitled to:

...

b) have access to the relevant factual information which is approved for public release by the State conducting the investigation, and information on the progress of the investigation;

...

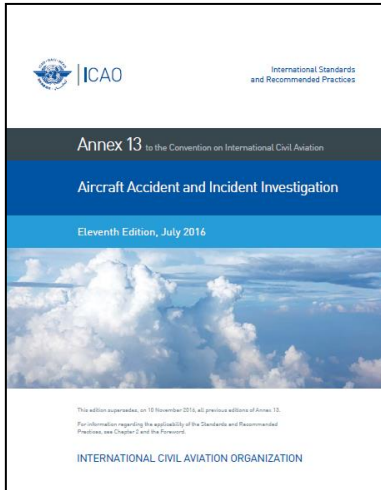


## ANNEX 13

### PARTICIPATION OF STATES HAVING SUFFERED FATALITIES OR SERIOUS INJURIES TO THEIR CITIZENS

#### *Rights and entitlement*

**5.28 Recommendation.**— *The State conducting the investigation should release, at least during the first year of the investigation, established factual information and indicate the progress of the investigation in a timely manner.*





## DOC 9962



### 8.5 DEALING WITH FAMILIES OF ACCIDENT VICTIMS

...

8.5.2 Victims and their families are not permitted to participate in the investigation; however, ICAO Annex 13, paragraph 5.27, “States having suffered fatalities or serious injuries to their citizens”, provides certain rights and entitlements to States having a special interest in an accident by virtue of fatalities or serious injuries to their citizens.

Specifically, such States are permitted to appoint an “expert”, who shall be entitled to:

...

b) have access to the relevant factual information, which is approved for public release by the State conducting the investigation, and information on the progress of the investigation; ...



## DOC 9962



### 8.5 DEALING WITH FAMILIES OF ACCIDENT VICTIMS

...

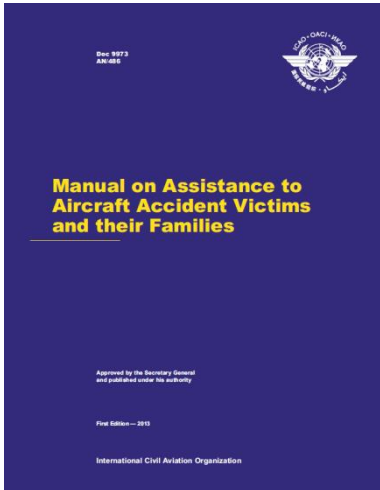
8.5.6 The general responsibilities for dealing with the families and aircraft accident victims lie with the airline, which should have in place a plan for dealing with families and victims of aircraft accidents. However, the State of Occurrence should provide oversight of such activities. Therefore, the [Accident Investigation Authority] should establish liaison with relevant family members or their representatives, to facilitate the provision of briefings on the progress of the investigation, and to facilitate the necessary access for other States' experts, in accordance with the provisions of ICAO Annex 13, paragraph 5.27, and the ICAO Manual on Assistance to Aircraft Accident Victims and their Families.



## PROVISION OF INFORMATION ABOUT THE ACCIDENT INVESTIGATION

### DOC 9973

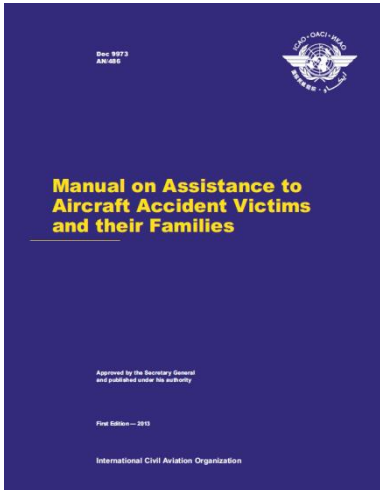
**3.30** As the accident investigation authority proceeds through the investigation, family members and survivors should be provided, through periodic advisories, with updated, validated information on the progress of the investigation before the information is released to the public. To the extent appropriate, the families should be invited to attend public meetings related to the accident and should be provided with copies of reports as they are released to the public through the accident investigation authority's normal process. Families should also be notified of the upcoming release of such reports and the scheduling of meetings in order to plan accordingly. Care should be taken when providing information in multiple languages to ensure that translations are accurate. Advance notification can be made via e-mail and through family associations.





## PROVISION OF INFORMATION ABOUT THE ACCIDENT INVESTIGATION (cont.)

### DOC 9973

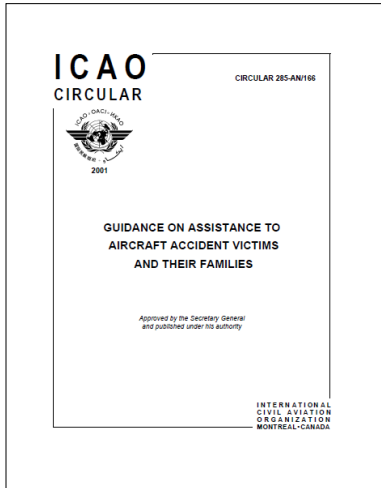


**3.31** Some families and survivors may consider that they should be entitled to listen to the cockpit voice recording and to have access to a transcript of the cockpit voice recording. The disclosure of cockpit voice recordings is dependent upon national policy and legislation. **Disclosure of cockpit voice recordings and transcripts is contrary to Standard 5.12**, Non-disclosure of records, of Annex 13...



## PROVISION OF INFORMATION

### CIR 285



**3.12** The provision of a continuous flow of information is fundamental to an effective family assistance programme

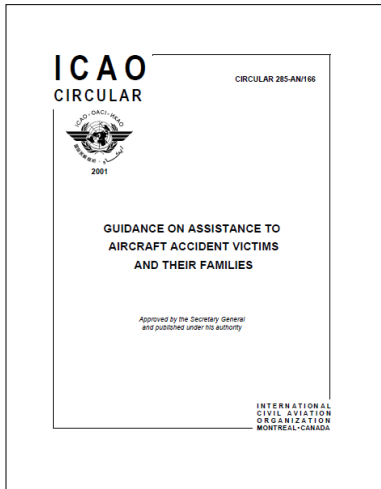
...

In the longer term, the families and the survivors may be provided, through periodic advisories, with updated information on the progress of the accident investigation and what additional assistance they can expect in order to facilitate their adjustment to life after the accident. To the extent appropriate, the families should be invited to attend public hearings related to the accident.

## CIR 285

### COCKPIT VOICE RECORDER EXTRACTS

(cont.)

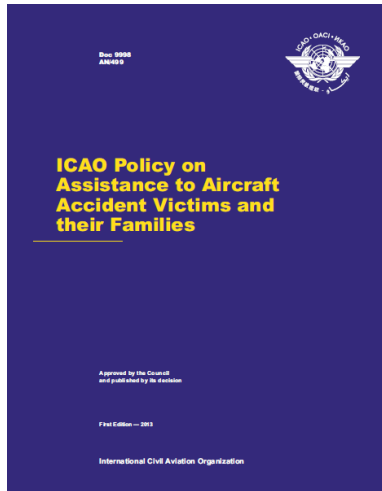


**3.16** Some families and survivors may consider that they should be entitled to listen to the cockpit voice recording and to have access to a transcript of the cockpit voice recording. The disclosure of cockpit voice recordings is dependent upon national policy and legislation. **Disclosure of cockpit voice recordings and transcripts is contrary to the international Standards in Annex 13.**



# Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998



## Family assistance plan

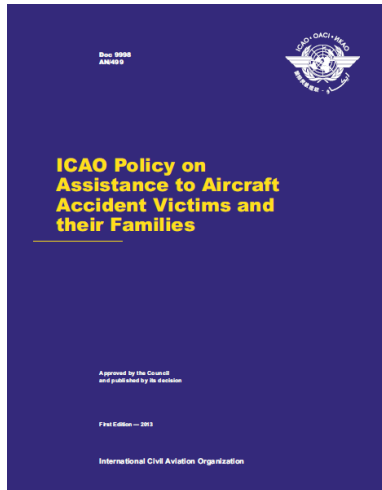
...

2.5 The Council recommends that a family assistance plan should consider the following factors:

- a) recipients of family assistance;
- b) types of family assistance to be provided;
- c) when family assistance should be provided;
- d) family assistance providers;
- e) periodic review and exercise of the plan; and
- f) enactment of legislation, regulations and /or policies necessary to implement the plan.

# Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998



## Family assistance providers

(cont.)

2.10 There are five main groups involved in providing family assistance:

- a) the government of the State of Occurrence and other States involved in the occurrence;
- b) the air operators;
- c) the airport operators;
- d) third parties (e.g. non-governmental aid agencies, commercial companies); and
- e) family associations, when required.

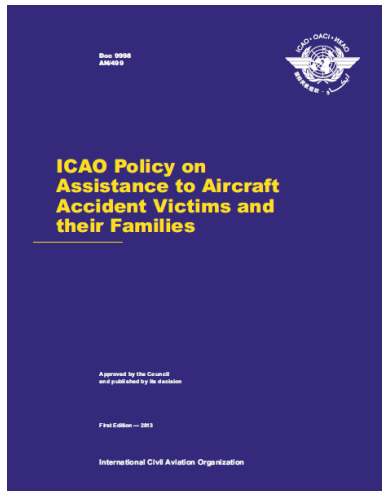
Note.— Each group has different resources and responsibilities to the family assistance efforts. The work of these groups should be synchronized and well-coordinated in order to have an effective family assistance response.

# Not part of ICAO Ref for the PQ, but relevant to the procedure

## Government

(cont.)

DOC 9998



### *State of occurrence*

...

2.13 The Council recommends that States designate and specify in their regulations and/or policies a coordinator/coordinating agency to ensure that the various family assistance providers work in an efficient and coordinated manner so as to provide the most appropriate and timely assistance possible. The coordinator/coordinating agency may also be the point of contact between the families, the government agencies and non-government organizations.

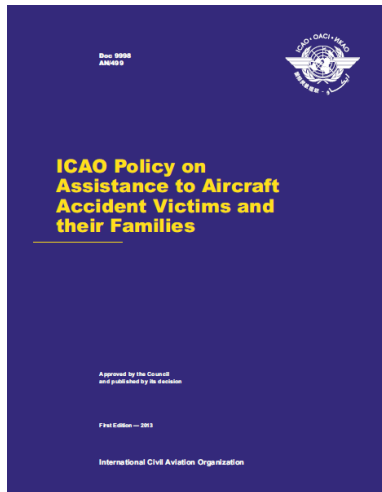
# Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998

## Aircraft accident investigation authority

(cont.)

2.14 The Council emphasizes that the sole objective of an aircraft accident investigation, as defined in Annex 13 — Aircraft Accident and Incident Investigation, is the prevention of accidents and incidents, not the apportionment of blame or liability, and is separate from the provision of family assistance. However, the accident investigation authority has a responsibility to provide relevant, timely and validated information to the families and the accident survivors regarding the progress of the investigation, provided that it does not compromise the objective of the investigation.



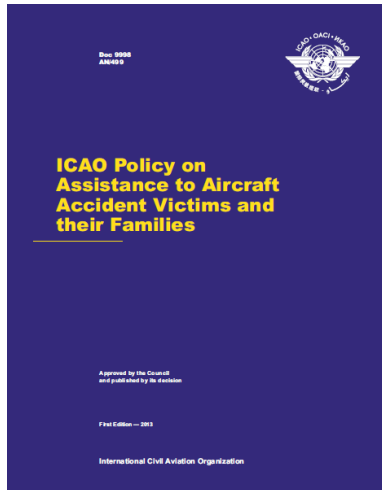
# Not part of ICAO Ref for the PQ, but relevant to the procedure

DOC 9998

## Aircraft accident investigation authority

(cont.)

2.15 To ensure the timeliness of the release of validated information to accident victims and their families, the Council recommends that the accident investigation authority, or other appropriate authority, consider appointing a liaison person as a focal point to ensure effective communications with other providers of family assistance, and to coordinate visits to the accident site by the families and survivors when required, and when access is practicable.





# Guidance for Review of Evidence

<i>ICAO ref.</i>	<i>Protocol question</i>	<i>Reply to protocol question</i>	<i>Guidance for review of protocol question</i>
<b>AIG 6.000 - Aircraft accident and incident investigation - Conduct of aircraft accident and investigations—Procedures</b>			
AR A39-27 RP A13 5.27 & 5.28 GM Doc 9962 8.5 Doc 9973 CIR 285	AIG 6.381 (CE-5) ICAO Results N/S	Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?	Yes  1) Review procedures issued. 2) Review evidence to confirm effective implementation.



# Guidance for Review of Evidence

ICAO ref.	Protocol question	Reply to protocol question	Guidance for review of protocol question
AR A39-27 RP A13 5.27 & 5.28 GM Doc 9962 8.5 Doc 9973 CIR 285			<b>Investigation - Conduct of aircraft accident and incident</b>  1) Review procedures issued. 2) Review evidence to confirm effective implementation.

The auditor will review the procedure to check whether it contains all the basic characteristics of any procedure **(who/what/when/how/coordination)** and other elements required





# Guidance for Review of Evidence

<i>ICAO ref.</i>	<i>Protocol question</i>	<i>Reply to protocol question</i>	<i>Guidance for review of protocol question</i>
AR A39-27 RP A13 5.27 & 5.28 GM Doc 9962 8.5 Doc 9973 CIR 285	Results N/S progress of the investigation will be provided to the families and accident survivors?		Investigation - Conduct of aircraft accident and  1) Review procedures issued. 2) Review evidence to confirm effective implementation.

**Register of meetings (minutes, video, photograph), e-mails, press releases, websites, etc.**



1) Review procedures issued.  
2) Review evidence to confirm effective implementation.





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✈ Procedures: Quick review

✈ **Let's build it together**

✈ Stage 1 - Collection of relevant information

✈ **Stage 2 - Meet the criteria**

✈ Stage 3 - Defining the framework

✈ Stage 4 - Writing the procedure



## Stage 2 - Meet the criteria

<i>ICAO ref.</i>	<i>Protocol question</i>	<i>Reply to protocol question</i>	<i>Guidance for review of protocol question</i>
	<b>AIG-000 - Aircraft accident and incident investigation - Conduct of aircraft accident and investigations—Procedures</b>		
AR A39-27 RP A13 5.27 & 5.28 GM Doc 9962 8.5 Doc 9973 CIR 285	AIG 6.381 (CE-5) ICAO Results N/S Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?	[Yes]	1) Review procedures issued. 2) Review evidence to confirm effective implementation.



## Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and **accident** survivors?*

## Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures **to ensure** that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?*



Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures **to ensure** that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?*

The procedure needs to ensure that information will be provided



That means the need to establish control measures

The procedure needs to ensure that information will be provided

Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures **to ensure** that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?*



## Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that **relevant and timely** information on the progress of the investigation will be provided to the families and accident survivors?*



**Not all/any  
information, but  
relevant and timely**

Criteria establish

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that **relevant and timely** information on the progress of the investigation will be provided to the families and accident survivors?*





## Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the **progress of the investigation** will be provided to the families and accident survivors?*



**The subject is the  
progress of the  
investigation**

Criteria establish

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the **progress of the investigation** will be provided to the families and accident survivors?*



## Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to **the families** and **accident survivors**?*



Criteria established by the

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to **the families** and **accident survivors**?*

**The requirement is aimed at families and survivors**  
*(does not include friends, lawyers, press, etc.)*



# Understanding some of the criteria

Criteria established by the PQ:

*PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that **relevant** and **timely** information on the **progress** of the investigation will be provided to the **families** and accident survivors?*

## ✈ Elements in the PQ that deserve analysis:

- ✈ Relevant information
- ✈ Timely information
- ✈ Progress of the investigation
- ✈ Families

## ✈ Relevant information:

- ✈ Led to important conclusions in terms of “causes”, “contributing factors” or “safety recommendations”
- ✈ Served to confirm or reject hypotheses/lines of investigation
- ✈ Potential conflict of interest and expectations



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## VERY IMPORTANT

- ✈ Victims and family members may have expectations and goals that are different from ours
  - ✈ Often what they want is to get elements for lawsuits
- ✈ We always have to take into account the objective of the investigation





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## **VERY IMPORTANT**

**It is essential to make it clear  
what they can and cannot  
expect from our investigation**



## ✈ Timely information:

- ✈ When practicable for everyone involved
- ✈ It cannot hinder the progress of the investigation
- ✈ Different approaches between commercial accidents and GA



### ✈ Progress of the investigation:

- ✈ The investigation is a process that aims to produce improvements in the system
- ✈ Progress is made through lines of investigation



### ✈ Family:

- 1. A group of one or more parents and their children living together as a unit*
- 2. all the descendants of a common ancestor*
- 3. A group of related things*

*(Oxford Dictionary)*

## ✈ Family:

- ✈ National legislation may contain a definition / delimitation of "family"
- ✈ Must coincide with concept adopted by the regulation of assistance to victims of air accidents and their families



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# Agenda

✈ Procedures: Quick review

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✈ **Stage 3 - Defining the framework**

✈ Stage 4 - Writing the procedure



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## Stage 3 - Definition of the framework

- ✈ “Brainstorm” to find out which tasks would be part of the procedure
- ✈ We may use the template we developed to guide us in the process

NUMBER:		TITLE:			
Process:					
Reference:					
Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with whom applicable)</small>
1					
2					
3					
4					
5					
6					
...					
n					
NOTES					
N1					
N2					
...					
Nn					
ATTACHMENTS					
#	TITLE		DESCRIPTION		
A					
B					
...					
n					





## Two possible ways of using the template

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
1					
2					
3					
4					
5					
6					
...					
n					

NUMBER:		TITLE:			
Process:					
Reference:					
Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with whom applicable)</small>
1					
2					
3					
4					
5					
6					
...					
n					
N1					
N2					
...					
Nn					
ATTACHMENTS					
#	TITLE		DESCRIPTION		
A					
B					
...					
n					

Note – the template is just a tool, and even after filling its fields we won't have the procedure



**NUMBER: 88**

**TITLE: Provision of information to victims and families**

**Process: Interaction with victims and families**

**Reference: PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?**



## Relation with other processes

- ✈ The procedure is closely related to the response processes established for the different types of accidents (PQ 6.343)
- ✈ Several possibilities for responding to accidents (different possible approaches)



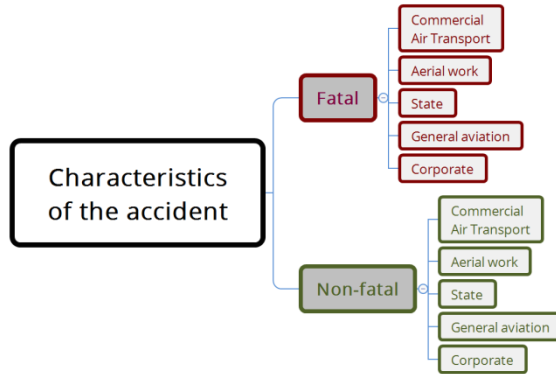
# Relation with other processes

## NOTES

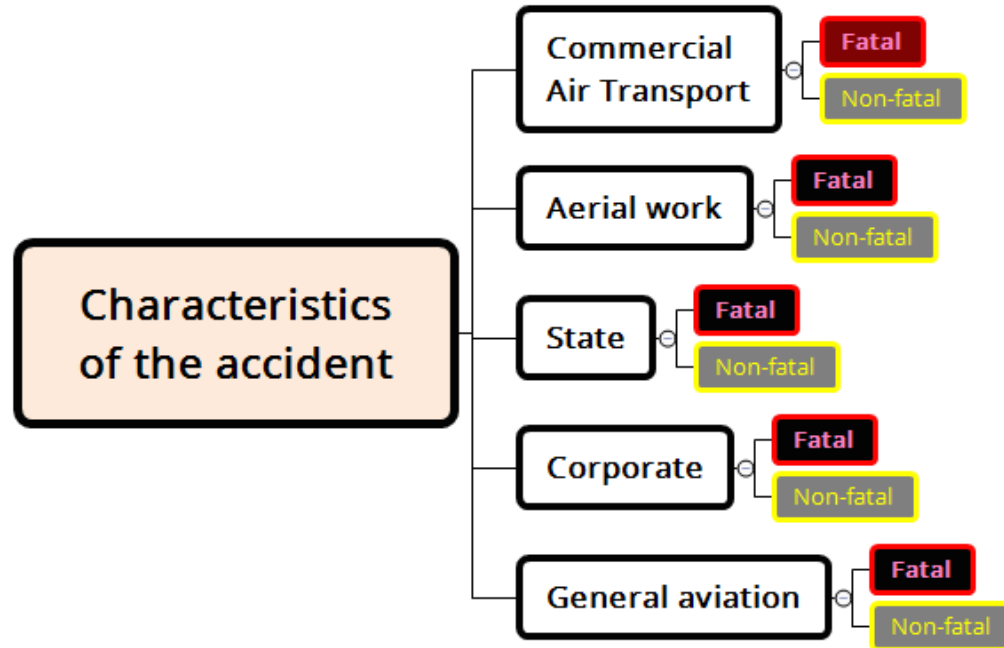
- |    |  |
|----|--|
| N1 | This procedure is related to the regulation of assistance to victims of air accidents and their families |
| N2 | This procedure is linked to the process required by PQ 6.343   |



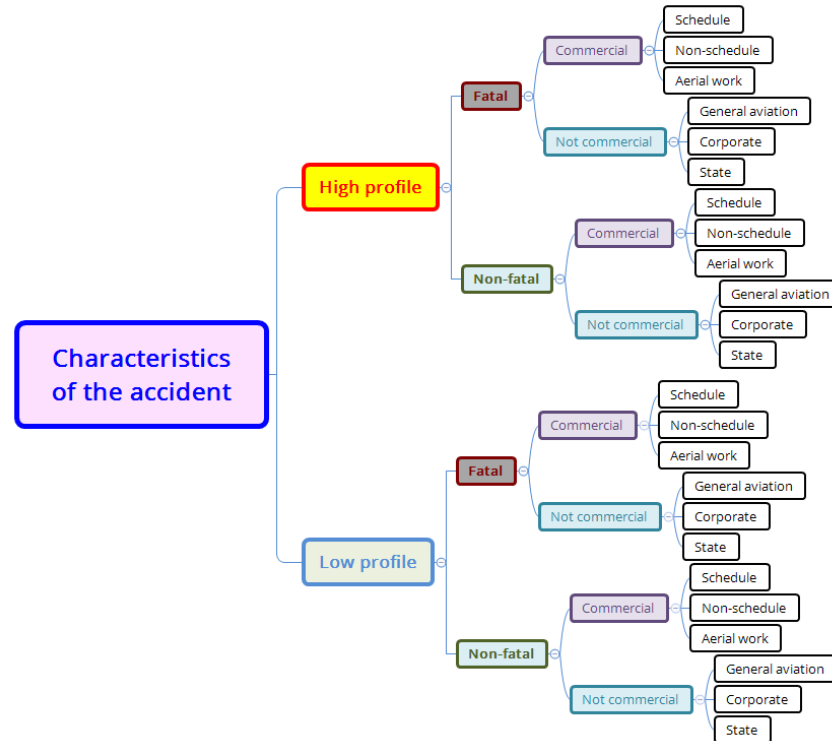
## Examples of structures for defining processes (PQ 6.343)



## Examples of structures for defining processes (PQ 6.343)

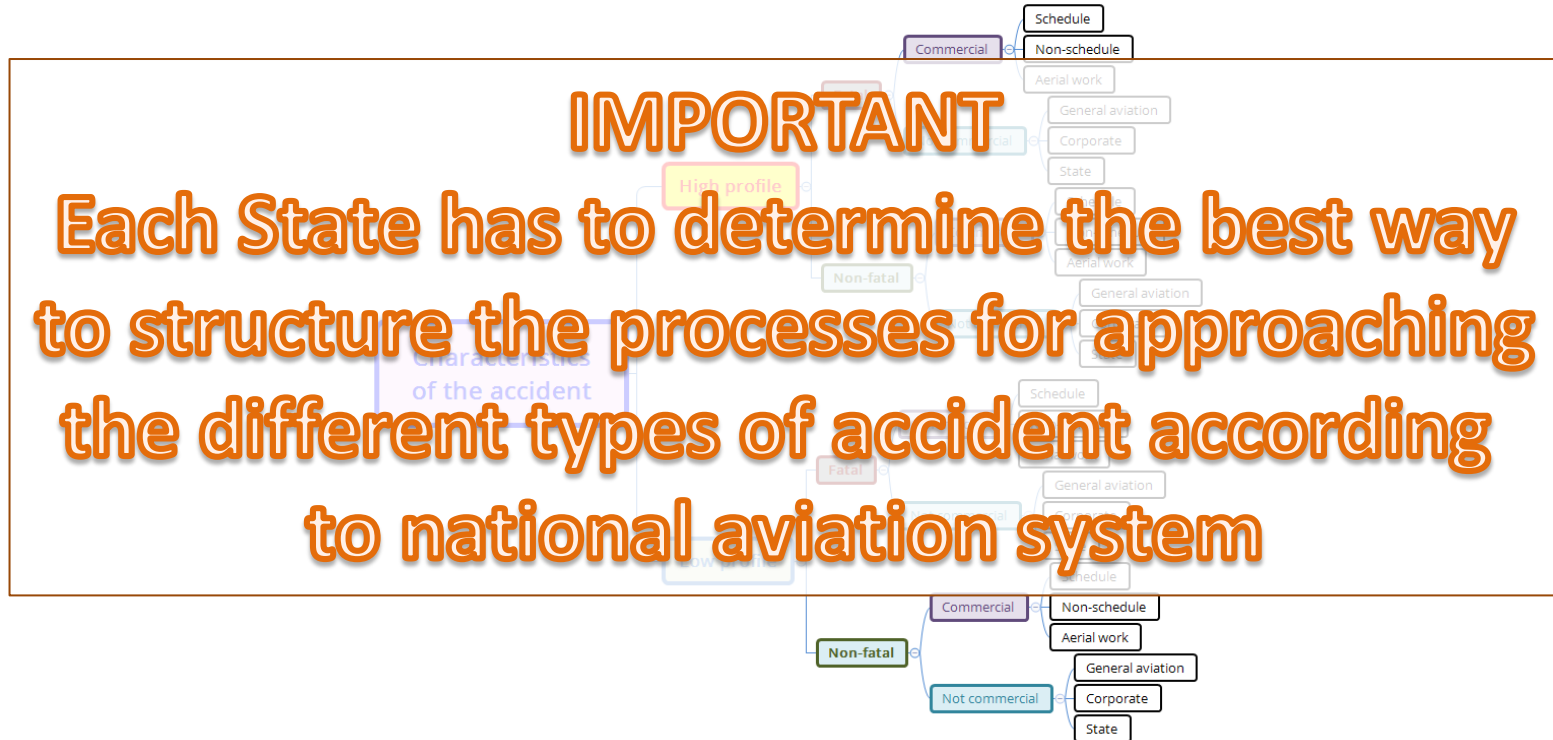


## Examples of structures for defining processes (PQ 6.343)

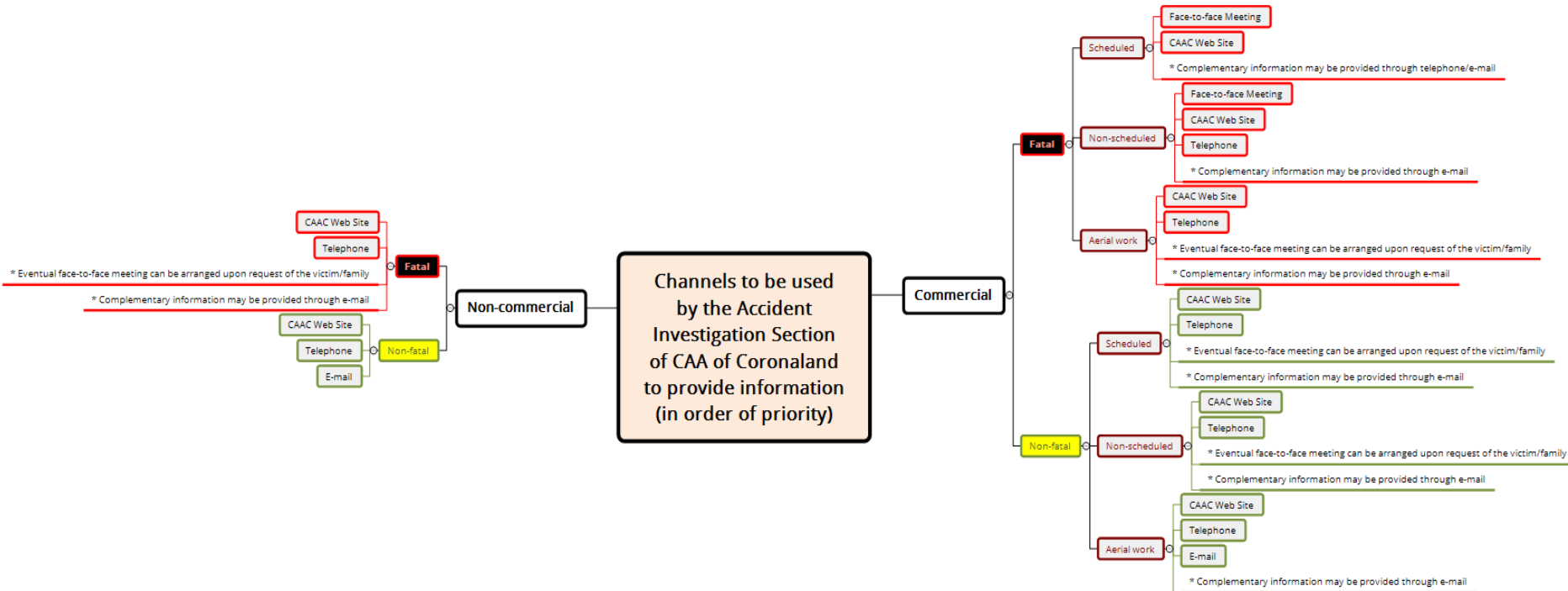




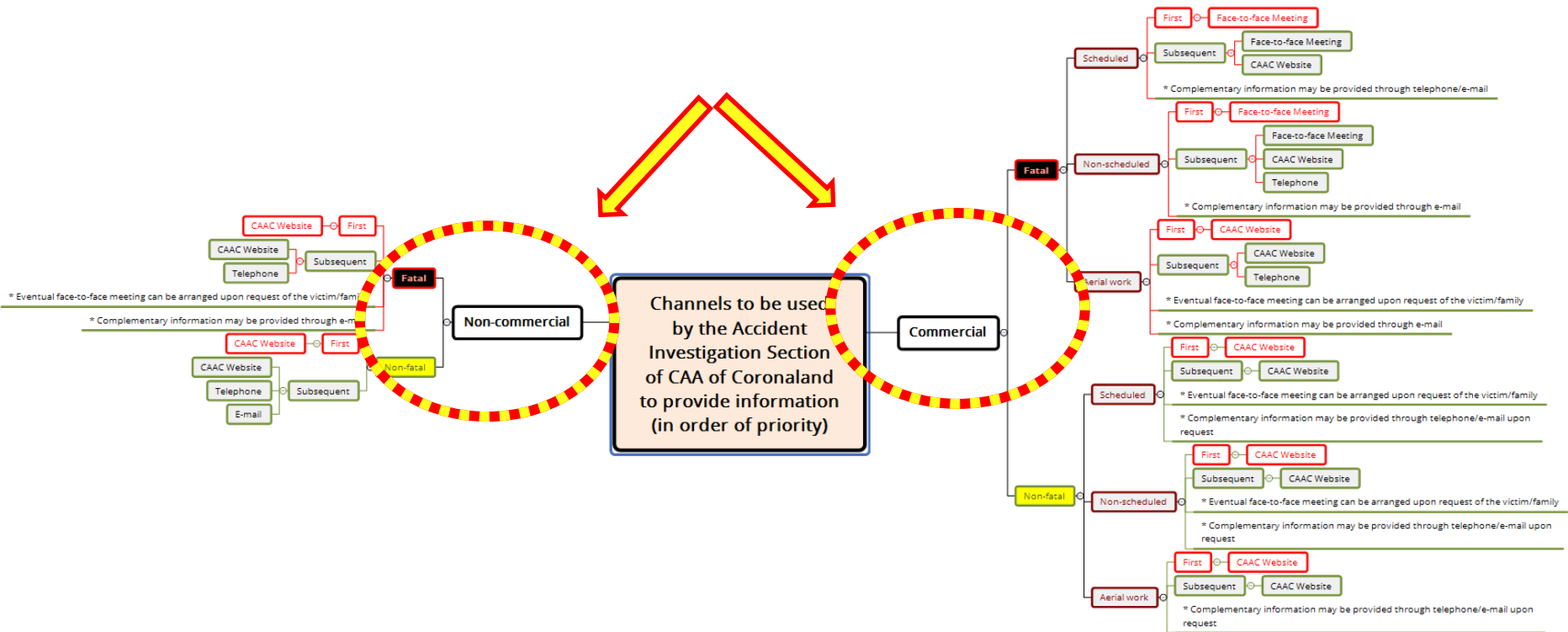
## Examples of structures for defining processes (PQ 6.343)



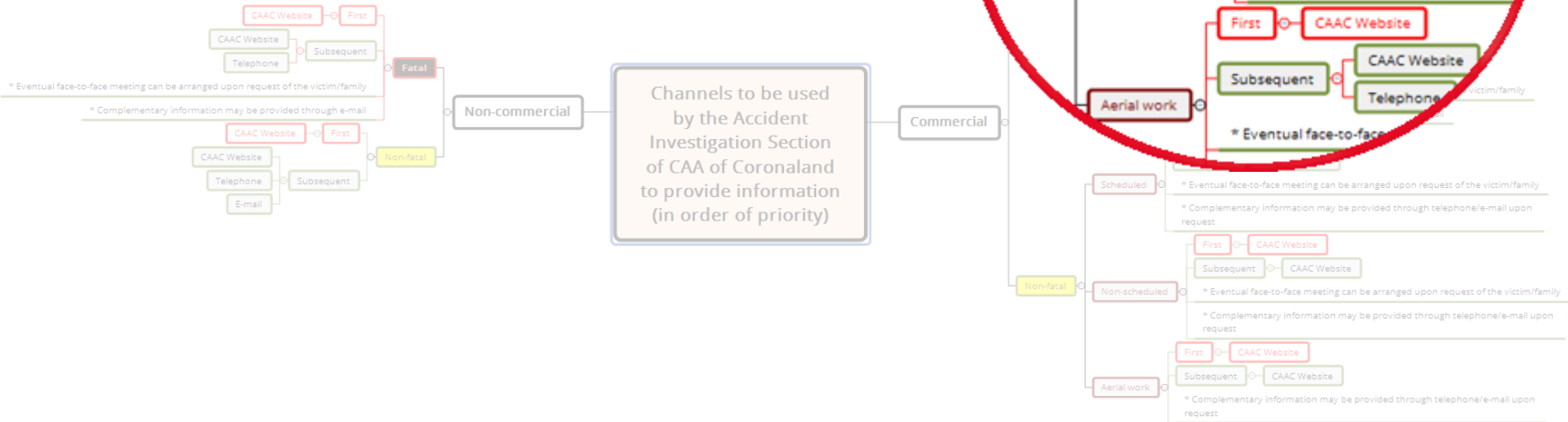
## Approach adopted by Coronaland (CAAC)



## Approach adopted by Coronaland (CAAC)



## Approach adopted by Coronaland





# Use of complementary supporting documents

- ✈ General rule: procedures should be detailed
- ✈ Complex processes: detailed procedures may not be practical
  - ✈ procedure becomes large and confusing
  - ✈ difficult to update



# Use of complementary supporting documents

When a procedure has tasks that allow several alternatives, we can make use of complementary supporting documents (usually guidance documents), making the procedure simpler



# Use of complementary supporting documents

## ATTACHMENTS

#	TITLE	DESCRIPTION
A	F-08 - Victims and Families Contact Information Form	Template for collection of victims and families contact information
B	G-88 - Criteria for the selection of channels for interaction	Guidance on the selection of channels for provision of information for victims and families on the progress of the investigation
C	G-23 - Organization of face-to-face meetings	Guidance on the organization of face-to-face meetings with victims and families, considering the potential support of the operator, the coordination with the regulation on Assistance Plans, and covering practical questions like: selection of the place of the meeting, electronic devices to be used, medical/psychological support for the audience, criteria for the access to the event, means and timelines for sending the invitation to the audience, etc.
...	F09 - Registration form for interactions by telephone with accident victims and their families	Template for the register of interactions made with victims and families regarding the provision of information on the progress of the investigation, in particular: the date and hour of interaction; the names, contact information and the relation with the victims; and the information disclosed.
n		



## First thing to do

<b>Step</b>	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
1	Gather the available contact information of the operator				





## First thing to do

<b>Step</b>	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
1	Gather the available contact information of the operator	Administrative Assistant			



## First thing to do

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
1	Gather the available contact information of the operator	Administrative Assistant	<ul style="list-style-type: none"><li>- Contact the Chief of the Division of Operations of the Flight Safety Department (personally or by phone) to request the contact information of the operator</li><li>- Pass information obtained to the IIC</li></ul>		



## First thing to do

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
1	Gather the available contact information of the operator	Administrative Assistant	<ul style="list-style-type: none"><li>- Contact the Chief of the Division of Operations of the Flight Safety Department (personally or by phone) to request the contact information of the operator</li><li>- Pass information obtained to the IIC</li></ul>	Within 2 working days from the date of receipt of the notification	



## First thing to do

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with whom)
1	Gather the available contact information of the operator	Administrative Assistant	<ul style="list-style-type: none"><li>- Contact the Chief of the Division of Operations of the Flight Safety Department (personally or by phone) to request the contact information of the operator</li><li>- Pass information obtained to the IIC</li></ul>	Within 2 working days from the date of receipt of the notification	Chief of the Division of Operations Investigator-in-Charge



## Then...

<b>Step</b>	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
	Obtain contact information for victims and families				



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
1	Obtain contact information for victims and families	Administrative Assistant			



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
	Obtain contact information for victims and families	Administrative Assistant	- Contact the operator by phone (alternatively by email or in person) requesting the passenger information in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>		



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
	Obtain contact information for victims and families	Administrative Assistant	- Contact the operator by phone (alternatively by email or in person) requesting the passenger information in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>	Within 5 working days from the date of receipt of the notification	





## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
	Obtain contact information for victims and families	Administrative Assistant	- Contact the operator by phone (alternatively by email or in person) requesting the passenger information in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>	Within 5 working days from the date of receipt of the notification	Operator



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
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**Many times, especially in the case of non-commercial aviation, the quickest way to contact the operator is at the accident site, during the initial action**



## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
2	Obtain contact information for victims and families		Different lines of action must be implemented simultaneously to ensure that all necessary information is obtained in a timely manner		
		Administrative Assistant	- Contact the operator by phone (alternatively by email or in person) requesting the passenger information in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i> ;	Within 5 working days from the date of receipt of the notification	Operator



## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
2	Obtain contact information for victims and families		Different lines of action must be implemented simultaneously to ensure that all necessary information is obtained in a timely manner		
		Administrative Assistant	<ul style="list-style-type: none"> <li>- Contact the operator by phone (alternatively by email or in person) requesting the passenger information in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>; and</li> <li>- Inform the IIC when in possession of all the information</li> </ul>	Within 5 working days from the date of receipt of the notification	Operator Investigator-in-Charge
		Investigator-in-Charge	<ul style="list-style-type: none"> <li>- Contact the operator in person (usually at the accident site, or at the operator's premises) requesting passenger data in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>; and</li> <li>- Inform the Administrative Assistant when in possession of all the information</li> </ul>	During the initial field action	Operator Administrative Assistant



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
3	Determination of the channel to be used for the first interaction with victims and families				



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
3	Determination of the channel to be used for the first interaction with victims and families	Investigator-in-Charge			



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
3	Determination of the channel to be used for the first interaction with victims and families	Investigator-in-Charge	In accordance with the guidance established in the document: <i>G-88 - Criteria for the selection of channels for interaction</i>		



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
3	Determination of the channel to be used for the first interaction with victims and families	Investigator-in-Charge	In accordance with the guidance established in the document: <i>G-88 - Criteria for the selection of channels for interaction</i>	Within 5 working days after the accident	





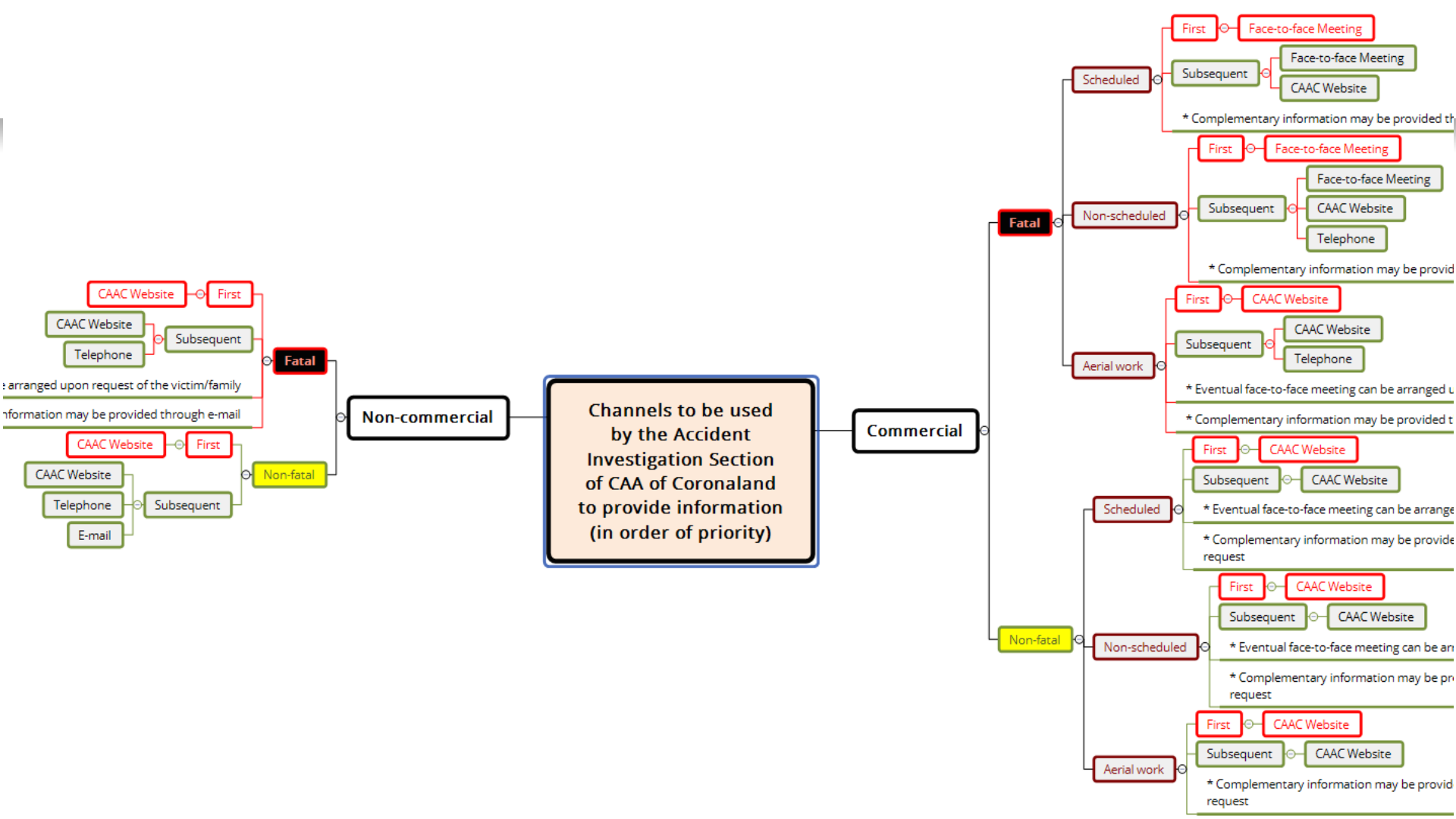
## Then...

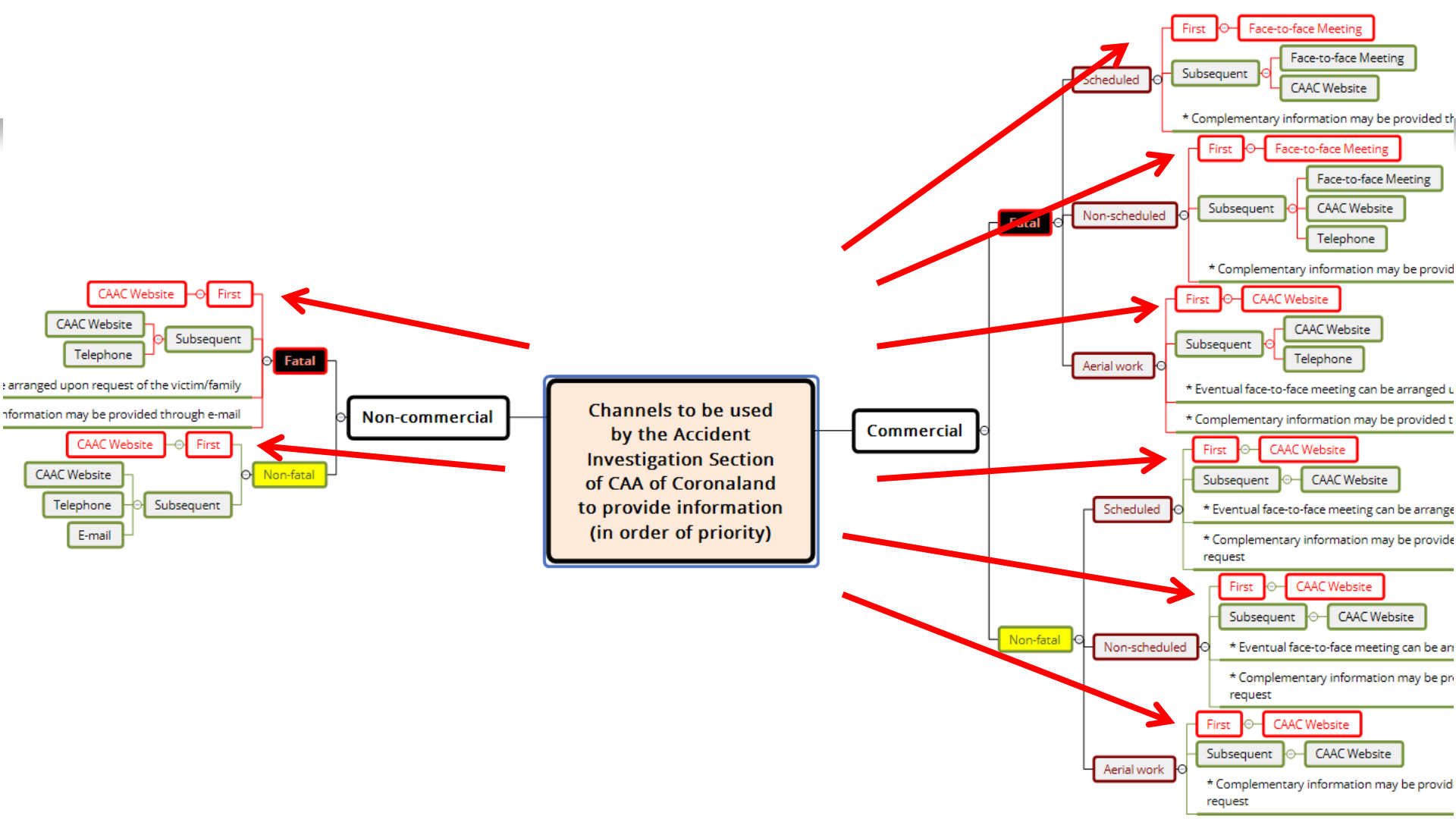
Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
3	Determination of the channel to be used for the first interaction with victims and families	Investigator-in-Charge	In accordance with the guidance established in the document: <i>G-88 - Criteria for the selection of channels for interaction</i>	Within 5 working days after the accident	Operator Chief of the Division of Operations (Section responsible for Assistance Plan)



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction				







## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction	Investigator-in-Charge			



## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction	Investigator-in-Charge	<p>a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document <i>G-23 - Organization of face-to-face meetings</i>, and should, in principle, take place at the CAAC facilities</p> <p>b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with a copy to the Chief Investigator</p>		



## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction	Investigator-in-Charge	<p>a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document <i>G-23 Organization of face-to-face meetings</i> and should, in principle, take place at the CAAC facilities</p> <p>b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with a copy to the Chief Investigator</p>	<p>This meeting shall be conducted within the first 15 days after the accident, unless victims and family members find it impractical, when a date should be agreed between the IIC and the victims and families</p>	



## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction	Investigator-in-Charge	<p>a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document <i>G-23 - Organization of face-to-face meetings</i>, and should, in principle, take place at the CAAC facilities</p>	This meeting shall be conducted within the first 15 days after the accident, unless victims and family members find it impractical, when a date should be agreed between the IIC and the victims and families	<p>Chief Investigator Administrative Officer Administrative Assistant Operator</p>
			<p>b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with a copy to the Chief Investigator</p>		





## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction	Investigator-in-Charge	<p>a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document <i>G-23 - Organization of face-to-face meetings</i>, and should, in principle, take place at the CAAC facilities</p>	<p>This meeting shall be conducted within the first 15 days after the accident, unless victims and family members find it impractical, when a date should be agreed between the IIC and the victims and families</p>	<p>Chief Investigator Administrative Officer Administrative Assistant Operator</p>
			<p>b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with copy to the Chief Investigator</p>	<p>- The information should be published within 20 working days after the accident</p> <p>- All victims and families shall be previously informed of the date of the publication, either by e-mail or by phone</p> <p>- Information to be sent to the CAAC IT Section at least 3 working days in advance of the publication date</p>	



## Then...

Step	WHAT (Detailed description of the task)	WHO (Designated person responsible for the execution)	HOW (Determination of the way the task will be performed and means to be used)	WHEN (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	In COORDINATION with whom (Identify the persons to coordinate the execution of the task with when applicable)
4	First interaction	Investigator-in-Charge	<p>a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document <i>G-23 - Organization of face-to-face meetings</i>, and should, in principle, take place at the CAAC facilities</p> <p>b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with a copy to the Chief Investigator</p>	<p>This meeting shall be conducted within the first 15 days after the accident, unless victims and family members find it impractical, when a date should be agreed between the IIC and the victims and families</p> <p>- The information should be published within 20 working days after the accident</p> <p>- All victims and families shall be previously informed of the date of the publication, either by e-mail or by phone</p> <p>- Information to be sent to the CAAC IT Section at least 3 working days in advance of the publication date</p>	<p>Chief Investigator Administrative Officer Administrative Assistant Operator</p> <p>Website Administrator Chief Investigator</p>



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
5	Determination of the priority channel to be used for the subsequent interaction				



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
5	Determination of the priority channel to be used for the subsequent interaction	Investigator-in-Charge			



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
5	Determination of the priority channel to be used for the subsequent interaction	Investigator-in-Charge	By assessing the pace of the investigation, the availability of the IIC, the availability of victims and families, and the effectiveness of each of the authorized channels (in accordance with the guidance established by the document <i>G-88 - Criteria for the selection of channels for interaction</i> )		



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
5	Determination of the priority channel to be used for the subsequent interaction	Investigator-in-Charge	By assessing the pace of the investigation, the availability of the IIC, the availability of victims and families, and the effectiveness of each of the authorized channels (in accordance with the guidance established by the document <i>G-88 - Criteria for the selection of channels for interaction</i> )	- within 10 working days after the first interaction	



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
5	Determination of the priority channel to be used for the subsequent interaction	Investigator-in-Charge	By assessing the pace of the investigation, the availability of the IIC, the availability of victims and families, and the effectiveness of each of the authorized channels (in accordance with the guidance established by the document G-88 - <i>Criteria for the selection of channels for interaction</i> )	- within 10 working days after the first interaction	N/A



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
6	Subsequent interactions				





## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
6	Subsequent interactions	Investigator-in-Charge			



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
6	Subsequent interactions	Investigator-in-Charge	The subsequent interactions will be conducted in accordance with the selected channel, as follows:		

The subsequent interactions will be conducted in accordance with the selected channel, as follows:

a- Face-to-face meeting: The meetings shall be organized following the guidance *G-23 - Organization of face-to-face meetings*, and should, in principle, take place at the CAAC facilities

b- CAAC Website: all the information to be released shall be timely sent to the Website Administrator

c- Telephone: by contacting directly the victim and/or family representative  
All interactions made by telephone shall be registered using the form F09 - Registration form for interactions by telephone with accident victims and their families, which shall be maintained in the electronic folder of the investigation

d- E-mail: containing standardized information to be sent (every victim / family shall receive the same information)  
Each e-mail shall be archived in the electronic folder of the investigation

a- Face-to-face meetings: in periods of not less than 90 days from the last meeting

b- CAAC Website: within 10 working days after the appearance of relevant information, and every 2 months if no relevant information appeared

c- Telephone: within 5 working days after the appearance of relevant information

d- E-mail: within 5 working days after the appearance of relevant information

Chief Investigator  
Administrative Officer  
Administrative Assistant  
Operator

Website Administrator

N/A

N/A

6

Subsequent interactions

Investigator-in-Charge

The subsequent interactions will be conducted in accordance with the selected channel, as follows:

a- Face-to-face meeting: The meetings shall be organized following the guidance *G-23 - Organization of face-to-face meetings*, and should, in principle, take place at the CAAC facilities

b- CAAC Website: all the information to be released shall be timely sent to the CAAC IT Section

c- Telephone: by contacting directly the victim and/or family representative  
All interactions made by telephone shall be registered using the form F09 - Registration form for interactions by telephone with accident victims and their families, which shall be maintained in the electronic folder of the investigation

d- E-mail: containing standardized information to be sent (every victim / family shall receive the same information)  
Each e-mail shall be archived in the electronic folder of the investigation

a- Face-to-face meetings: in periods of not less than 90 days from the last meeting

b- CAAC Website: within 10 working days after the appearance of relevant information, and every 2 months if no relevant information appeared

c- Telephone: within 5 working days after the appearance of relevant information

d- E-mail: within 5 working days after the appearance of relevant information

6

Subsequent interactions

Investigator-in-Charge

The subsequent interactions will be conducted in accordance with the selected channel, as follows:

a- Face-to-face meeting: The meetings shall be organized following the guidance *G-23 - Organization of face-to-face meetings*, and should, in principle, take place at the CAAC facilities

a- Face-to-face meetings: in periods of not less than 90 days from the last meeting

Chief Investigator  
Administrative Officer  
Administrative Assistant  
Operator

b- CAAC Website: all the information to be released shall be timely sent to the CAAC IT Section

b- CAAC Website: within 10 working days after the appearance of relevant information, and every 3 months if no relevant information appeared

CAAC IT Section

c- Telephone: by contacting directly the victim and/or family representative  
All interactions made by telephone shall be registered using the form F09 - Registration form for interactions by telephone with accident victims and their families, which shall be maintained in the electronic folder of the investigation

c- Telephone: within 5 working days after the appearance of relevant information

N/A

d- E-mail: containing standardized information to be sent (every victim / family shall receive the same information)  
Each e-mail shall be archived in the electronic folder of the investigation

d- E-mail: within 5 working days after the appearance of relevant information

N/A



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
7	Deliberation on any special request for interaction (e.g. not planned, different channel, meeting in a place other than the CAAC facilities, etc.) from victims and families, from the operator, or other sources				



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
7	Deliberation on any special request for interaction (e.g. not planned, different channel, meeting in a place other than the CAAC facilities, etc.) from victims and families, from the operator, or other sources	Chief Investigator			



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
7	Deliberation on any special request for interaction (e.g. not planned, different channel, meeting in a place other than the CAAC facilities, etc.) from victims and families, from the operator, or other sources	Chief Investigator	By assessing, among other aspects: the pace of the investigation, the availability of the IIC, the availability of victims and families, the impact of the accident in the media, available budget, logistical support from the operator		





## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
7	Deliberation on any special request for interaction (e.g. not planned, different channel, meeting in a place other than the CAAC facilities, etc.) from victims and families, from the operator, or other sources	Chief Investigator	By assessing, among other aspects: the pace of the investigation, the availability of the IIC, the availability of victims and families, the impact of the accident in the media, available budget, logistical support from the operator	- within 10 working days after receiving the formal request	



## Then...

Step	<b>WHAT</b> (Detailed description of the task)	<b>WHO</b> (Designated person responsible for the execution)	<b>HOW</b> (Determination of the way the task will be performed and means to be used)	<b>WHEN</b> (Establish the timeline for the procedure, determining the deadlines for relevant tasks)	<b>In COORDINATION with whom</b> (Identify the persons to coordinate the execution of the task with when applicable)
7	Deliberation on any special request for interaction (e.g. not planned, different channel, meeting in a place other than the CAAC facilities, etc.) from victims and families, from the operator, or other sources	Chief Investigator	By assessing, among other aspects: the pace of the investigation, the availability of the IIC, the availability of victims and families, the impact of the accident in the media, available budget, logistical support from the operator	- within 10 working days after receiving the formal request	Investigator-in-Charge Administrative Officer Operator



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# Agenda

✈ Procedures: Quick review

✈ **Let's build it together**

✈ Stage 1 - Collection of relevant information

✈ Stage 2 - Meet the criteria

✈ Stage 3 - Defining the framework

✈ **Stage 4 - Writing the procedure**



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# Writing the procedure

✈ After this “brainstorm” and with the template completed, we will probably be able to write the procedure

## **DISCLAIMER**



**DISCLAIMER**

*The following procedure is purely fictitious, intended exclusively for educational purposes, and ICAO is not responsible for the adoption of its text without due care for adapting to the characteristics of the civil aviation system in place*

# PROCEDURE No 18 - PROVISION OF INFORMATION TO VICTIMS AND FAMILIES

*Note 1 - This procedure is applicable to accidents only.*

*Note 2 - The execution of this procedure requires compliance with the guidelines contained in the documents: G-88 - Criteria for the selection of channels for interaction and G-23 - Organization of face-to-face meetings.*

Procedure:

- 1) The Administrative Assistant will contact the Chief of the Division of Operations of the Flight Safety Department (DO-FSD) either in person or by phone, to request all the necessary contact information of the operator within 2 working days from the date of receipt of the notification, and will pass it on immediately to the Investigator-in-Charge (IIC);
- 2) The relevant contact information of victims and their families will be timely obtained by either or both lines of action below:
  - a) The Administrative Assistant will contact the operator by the quickest means available to request the relevant information on all persons on board within 5 working days from the date of receipt of the notification, notifying the IIC as soon as the information has been collected.  
Note: *F-08 - Victims and Families Contact Information Form* shall be sent to the operator to guide the collection of the information.

## PROCEDURE No 18 - PROVISION OF INFORMATION TO VICTIMS AND FAMILIES

Cont.

- b) The IIC will - while carrying out the initial actions at the accident site - contact the operator in person to request the relevant information on all persons on board, notifying the Administrative Assistant as soon as the information has been collected.

Note 1: *F-08 - Victims and Families Contact Information Form* shall be used to guide the collection of the information).

Note 2: Soon after an accident, the operator's representative may usually be met at the accident site or at the operator's premises.

- 3) The IIC will determine the channel to be used for the first interaction with victims and families within 5 working days after the accident, applying the guidance established in the document *G-88 - Criteria for the selection of channels for interaction*.

Note: When the first interaction takes place through a face-to-face meeting, close coordination must be maintained with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

# PROCEDURE No 18 - FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

Cont.

- 4) The IIC will conduct the first interaction with the victims and their families either by:
  - a) Face-to-face meeting - To be organized following the guidance established by the document *G-23 - Organization of face-to-face meetings*, and to be conducted within the first 15 days after the accident.

Note 1: Unless there is a special request from the victims and / or their families, or a request from the operator with the consent of the victims and their families, all face-to-face meetings will take place at the CAAC facilities.

Note 2: When adopting face-to-face meetings for interaction, close coordination must be maintained with the Chief Investigator and the Administrative Section (for the purposes of organization), with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

Note 3: After a face-to-face meeting, a documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event.



# PROCEDURE No. 18 - FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

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Note 2: When face meetings for interaction, close coordination must be maintained with the C and the Administrative Section (for the purposes of organization), with the operator (in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

Note 3: After a face-to-face meeting, a documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event.

# PROCEDURE No 18 FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

Cont.

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Because the idea of registering meetings only occurred when writing the procedure (the template had already been completed)

This is to show that the template is really a support tool (and not the procedure itself)

Note 2: When face meetings for interaction, close coordination must be maintained with the C... and the Administrative Section (for the purposes of organization), with the operator... in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight... Assistance plans for accident victims and their families).

Note 3: After a face-to-face meeting, a documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event.



4

First interaction

Investigator-in-Charge

a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document *G-23 - Organization of face-to-face meetings*, and should, in principle, take place at the CAAC facilities

This meeting shall be conducted within the first 15 days after the accident, unless victims and family members find it impractical, when a date should be agreed between the IIC and the victims and families  
A documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event

Chief Investigator  
Administrative Officer  
Administrative Assistant  
Operator

b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with a copy to the Chief Investigator

- The information should be published within 20 working days after the accident

- All victims and families shall be previously informed of the date of the publication, either by e-mail or by phone

- Information to be sent to the CAAC IT Section at least 3 working days in advance of the publication date

Website Administrator  
Chief Investigator

## PROCEDURE No 18 - FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

Cont.

- b) CAAC Website: Within 20 working days after the accident, being all victims and families previously informed of the date of the publication, either by e-mail or by phone.

Note: All information to be released for victims and families shall be sent to the website Administrator (at the CAAC IT Section) by email, with copy to the Chief Investigator, at least 3 working days in advance of the publication date.

- 5) The IIC will determine, within 10 working days after the first interaction, the channel to be used for the subsequent interactions, by assessing:

- the pace of the investigation
- the availability of the IIC
- the availability of victims and families, and
- the effectiveness of each of the authorized channels

Note: The choice of the interaction channel must observe the orientation established by the document *G-88 - Criteria for the selection of channels for interaction*.

## PROCEDURE No 18 - FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

Cont.

6) Subsequent interactions will be conducted by the Investigator-in-Charge in accordance with the selected channel, each one observing the following criteria:

a) Face-to-face meetings - To be conducted in periods of not less than 90 days from the previous meeting.

Note 1: All face-to-face shall be prepared following the guidance established by the document G-23 - Organization of face-to-face meetings.

Note 2: Unless there is a special request from the victims and / or their families, or a request from the operator with the consent of the victims and their families, all face-to-face meetings will take place at the CAAC facilities.

Note 3: When adopting face-to-face meetings for interaction, close coordination must be maintained with the Chief Investigator and the Administrative Section (for the purposes of organization), with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

Note 4: For each face-to-face meeting, a documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event.

a- Face-to-face meeting: The meetings shall be organized following the guidance *G-23 - Organization of face-to-face meetings*, and should, in principle, take place at the CAAC facilities

a- Face-to-face meetings: in periods of not less than 90 days from the last meeting

A documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event

Chief Investigator  
Administrative Officer  
Administrative Assistant  
Operator

b- CAAC Website: all the information to be released shall be timely sent to the Website Administrator

b- CAAC Website: within 10 working days after the appearance of relevant information, and every 2 months if no relevant information appeared

Website Administrator

c- Telephone: by contacting directly the victim and/or family representative  
All interactions made by telephone shall be registered using the form F09 - Registration form for interactions by telephone with accident victims and their families, which shall be maintained in the electronic folder of the investigation

c- Telephone: within 5 working days after the appearance of relevant information

N/A

d- E-mail: containing standardized information to be sent (every victim / family shall receive the same information)  
Each e-mail shall be archived in the electronic folder of the investigation

d- E-mail: within 5 working days after the appearance of relevant information

N/A

## PROCEDURE No 18 - FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

Cont.

- b) CAAC Website: to be published within 10 working days after the appearance of relevant information, and every 2 months if no relevant information appears, being all victims and families previously informed of the date of the publication, either by e-mail or by phone.  
Note: All information to be released for victims and families shall be sent to the website Administrator (in the CAAC IT Section) by e-mail, with copy to the Chief Investigator, at least 3 working days in advance of the publication date.
- c) Telephone: within 5 working days after the appearance of relevant information.  
Note: All interactions made by telephone shall be registered using the form F09 - Registration form for interactions by telephone with accident victims and their families, which shall be maintained in the electronic folder of the investigation.

## PROCEDURE No 18 - FORWARDING OF ADREP ACCIDENT DATA REPORTS TO ICAO

Cont.

- d) E-mail: within 5 working days after the appearance of relevant information, through a standardized message to ensure that each recipient receives the same information.

Note: All interactions made by e-mail shall be archived in the electronic folder of the investigation.

- 7) The Chief Investigator will decide on any special requests for interaction (for example, unplanned interaction, use of a channel other than the established one, meeting in a location other than the CAAC facilities, etc.) of victims and families, the operator or other sources within 10 working days after receiving the formal request.

Note: The decision shall be made considering, among other aspects, the pace of the investigation, the availability of the IIC, the availability of victims and families, the impact of the accident in the media, the available budget (in coordination with the Administrative Officer), and the logistical support from the operator.





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This presentation will be available at the ICAO Secure Portal, in the group:

**NACC\_AIG\_REF**

Those who have not yet joined this group, it is highly recommended that they do so



# Agenda

✈ Procedures: Quick review

✈ Let's build it together

✈ Stage 1 - Collection of relevant information

✈ Stage 2 - Meet the criteria

✈ Stage 3 - Defining the framework

✈ Stage 4 - Writing the procedure



# OBJECTIVE

**The purpose of this webinar is to train everyone in the development of procedures to comply with the requirements of the USOAP program and, consequently, to comply with the obligations of the signatory States of the Chicago Convention.**



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North American  
Central American  
and Caribbean  
(NACC) Office  
Mexico City

South American  
(SAM) Office  
Lima

ICAO  
Headquarters  
Montréal

Western and  
Central African  
(WACAF) Office  
Dakar

European and  
North Atlantic  
(EUR/NAT) Office  
Paris

Middle East  
(MID) Office  
Cairo

Eastern and  
Southern African  
(ESAF) Office  
Nairobi

Asia and Pacific  
(APAC) Sub-office  
Beijing

Asia and Pacific  
(APAC) Office  
Bangkok



THANK YOU